



Your business  
is our business.

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REDACTED – FOR PUBLIC INSPECTION

DOCKET FILE COPY ORIGINAL

October 15, 2013

**By Hand Delivery**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

ACCEPTED/FILED

OCT 22 2013

Federal Communications Commission  
Office of the Secretary

**Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of Farmers Telecommunications Cooperative, Inc.  
Study Area Code 250290**

Dear Ms. Dortch:

On behalf of Farmers Telecommunications Cooperative, Inc. "Farmers", JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup> Farmers seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

No. of Copies rec'd 0+3  
List ABCDE

<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

<b>FCC Form 481 - Carrier Annual Reporting</b> <b>Data Collection Form</b>	<small>FCC Form 481</small> <small>OMB Control No. 3060-0086/OMB Control No. 3060-0619</small> <small>July 2013</small>
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<b>&lt;010&gt; Study Area Code</b>	250290	<b>ACCEPTED/FILED</b>
<b>&lt;015&gt; Study Area Name</b>	FARMERS TELECOM COOP	
<b>&lt;020&gt; Program Year</b>	2014	<b>OCT 22 2013</b>
<b>&lt;030&gt; Contact Name: Person USAC should contact with questions about this data</b>	J Frederick Johnson	<b>Federal Communications Commission</b> <b>Office of the Secretary</b>
<b>&lt;035&gt; Contact Telephone Number: Number of the person identified in data line &lt;030&gt;</b>	256.638.2144	
<b>&lt;039&gt; Contact Email Address: Email of the person identified in data line &lt;030&gt;</b>	fjohnson@staff.farmerstel.com	

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	<b>54.313</b> <b>Completion Required</b>	<b>54.422</b> <b>Completion Required</b>
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<b>&lt;100&gt; Service Quality Improvement Reporting</b>	<i>(complete attached worksheet)</i>	<i>(check box when complete)</i> <input type="checkbox"/>
<b>&lt;200&gt; Outage Reporting (voice)</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<b>&lt;210&gt;</b> <input checked="" type="checkbox"/> <i>&lt;-- check box if no outages to report</i>		
<b>&lt;300&gt; Unfulfilled Service Requests (voice)</b>	0	<input checked="" type="checkbox"/>
<b>&lt;310&gt; Detail on Attempts (voice)</b>	<i>(attach descriptive document)</i>	<input type="checkbox"/>
<b>&lt;320&gt; Unfulfilled Service Requests (broadband)</b>	1	<input checked="" type="checkbox"/>
<b>&lt;330&gt; Detail on Attempts (broadband)</b>	250290AL330 <i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>
<b>&lt;400&gt; Number of Complaints per 1,000 customers (voice)</b>		<input checked="" type="checkbox"/>
<b>&lt;410&gt; Fixed</b>	0.0	
<b>&lt;420&gt; Mobile</b>	0.0	
<b>&lt;430&gt; Number of Complaints per 1,000 customers (broadband)</b>		<input checked="" type="checkbox"/>
<b>&lt;440&gt; Fixed</b>	0.0	
<b>&lt;450&gt; Mobile</b>	0.0	
<b>&lt;500&gt; Service Quality Standards &amp; Consumer Protection Rules Compliance</b>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<b>&lt;510&gt;</b> 250290AL510 <i>(attached descriptive document)</i>		<input checked="" type="checkbox"/>
<b>&lt;600&gt; Functionality in Emergency Situations</b>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>
<b>&lt;610&gt;</b> 250290AL610 <i>(attached descriptive document)</i>		<input checked="" type="checkbox"/>
<b>&lt;700&gt; Company Price Offerings (voice)</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<b>&lt;710&gt; Company Price Offerings (broadband)</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>
<b>&lt;800&gt; Operating Companies and Affiliates</b>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>
<b>&lt;900&gt; Tribal Land Offerings (Y/N)?</b> <input type="radio"/> <input checked="" type="radio"/>	<i>(if yes, complete attached worksheet)</i>	<input type="checkbox"/>
<b>&lt;1000&gt; Voice Services Rate Comparability</b>	<i>(check to indicate certification)</i>	<input type="checkbox"/>
<b>&lt;1010&gt;</b> <input type="checkbox"/> <i>(attach descriptive document)</i>		<input type="checkbox"/>
<b>&lt;1100&gt; Terrestrial Backhaul (Y/N)?</b> <input checked="" type="radio"/> <input type="radio"/>	<i>(if not, check to indicate certification)</i>	<input type="checkbox"/>
<b>&lt;1110&gt;</b> <input type="checkbox"/> <i>(complete attached worksheet)</i>		<input type="checkbox"/>
<b>&lt;1200&gt; Terms and Condition for Lifeline Customers</b>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

<b>&lt;2000&gt;</b>	<i>(check to indicate certification)</i>	<input type="checkbox"/>
<b>&lt;2005&gt;</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<b>&lt;3000&gt;</b>	<i>(check to indicate certification)</i>	<input type="checkbox"/>
<b>&lt;3005&gt;</b>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-098  
July 2013

<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

\_\_\_\_\_  
Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets  
<114> Report how much universal service (USF) support was received  
<115> How (USF) was used to improve service quality  
<116> How (USF) was used to improve service coverage  
<117> How (USF) was used to improve service capacity  
<118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

[illegible]



**<711>**

<a1>

 $\langle a_2 \rangle$ 

**(b1)**

**<b2>**

<C>

<d1>

<d2>

<d3>

State

**Exchange (ILEC)**

### Residential Rate

### State Regulated Fees

### Total Rate and Fees

**Broadband Service -  
Download Speed  
(Mbps)**

Broadband Service - Upload Speed (Mbps)	Download Speed (Mbps)	Latency (ms)	Availability (%)
10	100	10	99.9
20	200	20	99.9
30	300	30	99.9
40	400	40	99.9
50	500	50	99.9
60	600	60	99.9
70	700	70	99.9
80	800	80	99.9
90	900	90	99.9
100	1000	100	99.9

(GB)

-- See attached worksheet --

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 30
	July 2013

<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com
<810>	Reporting Carrier	Farmers Telecommunications Cooperative, Inc.
<811>	Holding Company	
<812>	Operating Company	

[illegible]

**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-04  
July 2013

<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/  
July 2013

<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com

<1120> Please check this box to confirm no terrestrial backhaul  
options exist within the supported area pursuant to § 54.313(G)

☐

<1130> Please check this box to confirm the reporting carrier offers  
broadband service of at least 1 Mbps downstream and 256 kbps  
upstream within the supported area pursuant to § 54.313(G)

☐

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986  
 July 2013

<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

250290AL1210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP <http://farmerstel.com/>

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,



<1222> Details on the number of minutes provided as part of the plan,



<1223> Additional charges for toll calls, and rates for each such plan.



**(2000) Price Cap Carrier Additional Documentation**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 30

July 2013

<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com

**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.**

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

☐  
☐

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

☐  
☐  
☐  
☐

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

- <2016> Certification Support Used to Build Broadband

☐

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

☐  
☐  
☐  
☐

Name of Attached Document Listing Required Information

**(3000) Rate Of Return Carrier Additional Documentation**

Data Collection Form

FCC Form 481

OMB Control No. 3060-0586/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	jjohnson@staff.farmerstel.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

**Progress Report on 5 Year Plan**

(3010)	Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012,  (3011) contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	<input type="checkbox"/>
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))	Name of Attached Document Listing Required Information	<input checked="" type="checkbox"/> (Yes/No)
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))		<input checked="" type="checkbox"/> (Yes/No)
(3014)	If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		<input checked="" type="checkbox"/>
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/>
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	250290AL3017
(3018)	If the response is no on line 3014, Is your company audited?  If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains :		<input type="checkbox"/> (Yes/No)
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input type="checkbox"/>
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		<input type="checkbox"/>
(3022)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3023)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

10/14/2013

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: FARMERS TELECOM COOP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 10/14/2013
Printed name of Authorized Officer: Tyler Pair	
Title or position of Authorized Officer: CFO	
Telephone number of Authorized Officer: 256.638.2144	
Study Area Code of Reporting Carrier: 250290	Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	250290
<015> Study Area Name	FARMERS TELECOM COOP
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035> Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039> Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

REDACTED - FOR PUBLIC INSPECTION

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 306
	July 2013

<010>	Study Area Code	250290
<015>	Study Area Name	FARMERS TELECOM COOP
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	J Frederick Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	256.638.2144
<039>	Contact Email Address - Email Address of person identified in data line <030>	fjohnson@staff.farmerstel.com
<810>	Reporting Carrier	Farmers Telecommunications Cooperative, Inc.
<811>	Holding Company	
<812>	Operating Company	

[illegible]



Line 330

One customer sited on a copper loop beyond the physical distance capacity of DSL technology was unserved. The cost of improving the loop was estimated at \$10,000 or greater and the customer chose not to offer any aid-to-construction. FTC offered to install Exede satellite broadband, but the customer did not elect to subscribe. The case fell within the guidelines covering economic feasibility as prescribed by RUS and the Alabama Public Service Commission.<sup>3</sup>

Line 510

FTC complies fully with all known and properly established Service Quality Standards and Consumer Protection rules. Both internally and with the help of outside consultants, FTC periodically conducts audits of its policies and procedures and engages in routine training of all personnel in areas appropriate to their areas of responsibility regarding these issues. FTC is periodically examined by the Alabama Public Service Commission on matters related to quality of service. There have been no findings of material deficiency during the current reporting year or in any year recent thereto. Any finding of relevance, even if not material, is promptly addressed and remediated by FTC as appropriate.

FTC maintains a record of any alleged or actual violations of consumer protection rules and responds promptly to any such incidents. There are no such incidents during the reporting year.

FTC is not currently aware of any investigation or allegations of any complaints regarding consumer protection or service quality standards.

FTC is required to certify annually to the Alabama Public Service Commission regarding its compliance with APSC rules. Such certification is current.

Line 610

FTC's network architecture is fundamentally constructed in a geographical ring topology allowing redundant feeds to its various serving wire centers. This redundant architecture affords additional protection against artificial interruptions in circuitry. FTC maintains and audits its electrical grounding policies and practices in keeping with industry best practices and RUS rules at all levels of its network and outside plant facilities.

All serving wire centers are equipped with battery backup facilities and, depending on the size of the wire center, auxiliary generation facilities. FTC maintains a fleet of backup generators for deployment to those wire centers that do not economically justify self contained stand-by power facilities. FTC further maintains larger auxiliary generators for deployment to a remote site in the event of a failure of auxiliary power facilities. This essentially provides two layers of protection against a loss of the primary electrical service. All auxiliary power facilities are subject to routine periodic testing and maintenance. The last significant actual deployment of these facilities was in April of 2011 when massive tornadoes struck our service territory and the entire power grid of Northeast Alabama operated by the Tennessee Valley Authority was negatively impacted. FTC's facilities were of such a dependable nature that it hosted the local Emergency Management Agency's command center for more than half a month due to the instability of the power grid.

GENERAL SUBSCRIBER SERVICES TARIFF

Farmers Telecommunications Cooperative, Inc.

Section 2  
First Revised Sheet 3

**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.7 Basic Local Exchange Rates \***

Business\*\*:

(C)

<u>Exchange Name</u>	<u>1 Party</u>
Bryant	\$32.60
Flat Rock	\$32.60
Fyffe	\$32.60
Geraldine	\$32.60
Henagar	\$32.60
Pisgah	\$32.60
Rainsville	\$32.60

Residence:

<u>Exchange Name</u>	<u>Rate</u>
Bryant	\$16.30
Flat Rock	\$16.30
Fyffe	\$16.30
Henagar	\$16.30
Geraldine	\$16.30
Pisgah	\$16.30
Rainsville	\$16.30

\* Basic Service Rates listed above do not include any federal, state or local fees or taxes, including without limitation, E-911 charges and the \$0.15 dual-party relay surcharge, which shall be shown separately on a customer's bill. Listed rates include a \$0.85 end user charge and touchtone service.

(C)

\*\* Includes service for one (1) business line. Rates for more than one (1) business line may be found in the Company's price list.

(C)

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GENERAL SUBSCRIBER SERVICES TARIFF

Farmers Telecommunications Cooperative, Inc.

Section 2  
Original Sheet 4

**S2. BASIC LOCAL EXCHANGE SERVICE**

S2.8 Exchange Regrading (Applicable to exchanges capable of handling all one party service).

S2.9 Extended Area Service

A. General

Extended Area Service will be implemented between those exchanges which meet all criteria and conditions as set forth by the Alabama Public Service Commission in the Special Telephone Rules, Rule T-24.

S2.10 Local Directory Assistance Service

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. Directory Assistance Service allows a subscriber to provide a name to get a telephone number, ZIP Code and/or directory address.
- C. There will be a charge for all customer calls to Directory Assistance, except:
  - a. Residential customers who have a visual or physical disability rendering them unable to use a telephone directory, and
  - b. Business customers employing one or more persons diagnosed with that same disability.

Such a diagnosis must be confirmed in writing by a physician or an appropriate group or agency. This exemption is applicable exclusively to calls made by the disabled individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

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Section 2  
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## S2. BASIC LOCAL EXCHANGE SERVICE

### S2.10 Local Directory Assistance Service (Cont'd)

D. Surcharges as specified in this Tariff Section S2.10(E) will be applicable to all calls to Directory Assistance Service handled by the operator ("0-"), provided that the "0" operator is not the only source for Local Directory Assistance, or dialed by the customer ("0+").

#### E. Rates and Charges

- a. Directory Assistance service
  - Request of a listing (maximum of two requests per call)
    - 1. Within the Company's local calling or LATA/NPA serving area for the originating line \$.95/call
    - 2. Outside the Company's local calling and LATA/NPA serving areas for the originating line \$.95/call
- b. Directory Assistance service to Payphone Service Providers
  - 1. All calls to Directory Assistance \$.35/call

### S2.11 Operator Assisted Local Calls and Local Calling Card Service

#### A. General

For any Dial Calling Card Station, Operator Station or Person-To-Person message completed within the Local Calling Area, the appropriate service charge specified in this Tariff S2.11.C. following, will be applied except as specified below in S2.11.B. following.

#### B. Application Of Charges

- 1. The appropriate service charge, as specified in S2.11.C following, will be applied to each completed call except:
  - a. for calls to the Company for official telephone business,
  - b. for emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number,
  - c. when the caller identifies himself as being handicapped and unable to place the call due to his handicap,

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**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.11 Operator Assisted Local Calls and Local Calling Card Service (Cont'd)**

**B. Application Of Charges (Cont'd)**

1. (Cont'd)
- d. when the caller advises he has had service trouble in reaching the terminating number,
- e. for local emergency calls from a coin station,
- f. for station-paid calls from hotel guests, or
2. The call may be billed to the originating telephone, calling card, third number, collect, or any other Company-approved identification number.

**C. Rates And Charges**

1. The following charges for operator system served local calls apply in addition to the local dial rates:
  - a. Billing Surcharges - Station-to-Station
 

(1) Dial Calling Card	\$1.00
(2) Operator	\$2.50
(3) Inmate calls originating from correctional facilities (Automated)	\$1.25
  - b. Billing Surcharges - Person-to-Person
 

	\$5.00
--	--------
  - c. Operator Dialed Surcharge
 

Station-to-station operator assisted or person-to-person operator assisted calls (excluding those billed to calling cards) where the operator dials the terminating number	\$1.25
--	--------
  - d. Partially Automated Surcharge
 

Station-to-station operator assisted calls where the customer dials the terminating number	\$0.75
--	--------
  - e. Zero Minus Charge
 

Provision of Area Code, Place Name (in what Area Code is a city or exchange), Ring Back (caller wants call back to test whether equipment connected to his line "rings" when outside caller dials his number), Operator Dialing of	
--	--

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GENERAL SUBSCRIBER SERVICES TARIFF

Farmers Telecommunications Cooperative, Inc.

Section 2  
Original Sheet 7

**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.11 Operator Assisted Local Calls and Local Calling Card Service (Cont'd)**

**C. Rates And Charges (Cont'd)**

**1. (Cont'd)**

800,888, 877, 866 and 855 numbers on the  
caller's behalf; each request (one request per call) \$0.95

**D. Operator Assisted Premium Plan**

A premium is defined as a commission applicable to surcharge revenue associated with local operator assisted call requests sent to the Company by the customer. Such premiums may be payable to subscribing customers based on the Company's surcharge revenue generated by said calls.

These calls must:

1. originate from a telephone line associated with the customer's account,
2. originate and terminate in the same Basic Local Calling Area,
3. be carried and completed by the Company via Company facilities and
4. be billed by the Company.

In the event the Company billing records used to determine the premiums are destroyed or lost, the Company shall not be liable for payments of premiums on such lost data.



# GENERAL SUBSCRIBER SERVICES TARIFF

Farmers Telecommunications Cooperative, Inc.

Section 2  
Original Sheet 8

## S2. BASIC LOCAL EXCHANGE SERVICE

### S2.12 Local Operator Verification/Interruption Service

#### A. General

Verification Service provides operator assistance in determining if a called line is in use. Interruption Service provides for operator interruption of voice conversation in progress on a called line to advise the interrupted subscriber that the interrupting party has an emergency need to reach him. Data use of a subscriber line will be verified, but not interrupted. The customer may request these services for a charge, where facilities are available, by calling the "0" operator.

#### B. Application of Charges

1. The charges specified in Section S2.12.C will apply to all requests except
  - a. emergency requests from official emergency agencies when the request is received on an agency line from agency personnel;
  - b. emergency requests in which the caller identifies that the request is to one of the following:
    - (1) an official public emergency agency,
    - (2) an emergency medical number, or
    - (3) a privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center; or
  - c. requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.

#### C. Rates

1. Verification Charge - applies each time the operator verifies that a line is in use. \$2.50
2. Interruption Charge - applies each time the operator interrupts voice conversation in progress and does not depend on whether the called-party agrees to release the line \$5.00
3. If an operator both verifies the condition of the line and interrupts conversation on the same request, only the interrupt charge applies.
4. The charges for Verify/Interrupt Service are in addition to any applicable message rates.

GENERAL SUBSCRIBER SERVICES TARIFF

Farmers Telecommunications Cooperative, Inc.

Section 2  
First Revised Sheet 9

**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.13 Dual Party Relay Service**

**A. Application**

For the purposes of this Section, the following definitions, rules and regulations are applicable, in addition to the definitions contained in Section 26 and to the rules and regulations contained in Section 25 of this Tariff. In the event of any conflict between the provisions of this Section and the provisions of Sections 25 and 26, then the provisions of this Section shall prevail.

**B. Description of Service**

Dual Party Relay permits the hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communication takes place when a communications assistant relays conversations (voice to TDD or TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party. The Company is charging a \$0.15 surcharge for Dual Party Relay Service, which shall be shown separately on a customer's bill. (C)

**C. Definitions**

Alabama Relay Center - A center located at a predetermined point outside the Company's Network, staffed with communications assistants of a predetermined carrier, which permits the hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones.

Bill to Third Party - A billing arrangement which permits a long distance "voice to TDD" or "TDD to voice" call to be charged to an authorized station, as determined by the Company, other than the station originating the call or the station where the call is terminated. These calls may be billed only to a third number within Alabama.

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Farmers Telecommunications Cooperative, Inc.

Section 2  
Original Sheet 10

**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.13 Dual Party Relay Service (Cont'd)**

**C. Definitions (Cont'd)**

Person-To-Person Call - A MTS (Long Distance Message Telecommunications Service) class of service where the person originating the "voice to TDD" or "TDD to voice" call specifies to the communications assistant at the Alabama Relay Center a particular person to be reached. When the person originating such a call agrees to talk to anyone other than the one specified, the classification of the call remains person to person.

Station-To-Station Call - A MTS (Long Distance Message Telecommunications Service) class of service where the person originating the "voice to TDD or TDD to voice" call gives to the communications assistant at the Alabama Relay Center the telephone number of the desired station, and does not specify a particular person to be reached.

1. "Dial Station" is that Station-to-Station Service in which a call is dialed by the customer, except when an operator assists in the completion of calls between hearing and speech impaired Customers who use Telecommunications Devices for the Deaf (TDD), and users of ordinary telephones.
2. "Customer Dialed Calling Card Station" is that Station-to-Station service in which a call is dialed by the customer, except when an operator assists in the completion of calls between hearing and speech impaired Customers who use Telecommunications Devices for the Deaf (TDD), and users of ordinary telephones.

The use of this calling service limits the billing of calls through the Alabama Relay Center to an Alabama Calling Card Number.

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Farmers Telecommunications Cooperative, Inc.

Section 2  
Original Sheet 11

**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.13 Dual Party Relay Service (Cont'd)**

**D. Restrictions**

The following calls may not be placed through the Alabama Relay Center:

- Calls to 976, 900 or 700 numbers.
- Calls to time or weather recorded messages.
- Calls to other informational recordings.
- Station sent paid calls from coin telephones.
- Operator handled conference service and other teleconference calls.
- All calls billed to Cards (i.e., Credit Cards and Calling Cards) other than those assigned by the telephone company.

GENERAL SUBSCRIBER SERVICES TARIFF

Farmers Telecommunications Cooperative, Inc.

Section 2

Second Revised Sheet 12

**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.14 Lifeline Assistance Program**

**A. General**

1. The Lifeline Assistance Program is a government assistance program developed to reduce rates for primary residential telephone service to qualifying subscribers who receive income-based benefits. Lifeline Assistance provides for a Federal credit totaling no more than ten dollars (\$10.00), plus a State-provided subsidy, to qualified residential subscribers. The Company participates in this program to increase the availability of telecommunications services to all consumers in its serving areas. (N)
2. To constitute a qualifying low-income customer eligible to receive Lifeline services, a customer must meet the requirements set forth in either paragraph a. or b. below:
  - a. A customer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size;
    - (1) For purposes of these rules, "income" is defined as all income actually received by all members of a household. This includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of-living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.
    - (2) A "household" is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen (18) years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen (18) living with their (N)

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Farmers Telecommunications Cooperative, Inc.

Section 2  
Original Sheet 12A

**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.14 Lifeline Assistance Program (Cont'd)**

**A. General (Cont'd)**

**2. (Cont'd)**

**a. (Cont'd)**

parents or guardians are considered to be part of the same household as their parents or guardians.

(N)  
(N)

b. The Federal and State credits are also available for qualified Medicaid, Supplemental Nutrition Assistance Program ("SNAP"), Supplemental Security Income ("SSI"), Federal Public Housing Assistance or Section 8 (a Federal Housing Assistance Program), Low Income Home Energy Assistance Program ("LIHEAP"), Temporary Assistance to Needy Families ("TANF") or National School Lunch Program's Free Lunch Program recipients who are eligible and apply for the credits. A subscriber will also be considered to be eligible for Lifeline credit even if he does not personally participate in one of these assistance programs, so long as an individual who lives in his household, and for whom he is financially responsible, participates in at least one of the above-listed low-income assistance programs. Lifeline credits will be applied to a maximum of one line per eligible subscriber.

(T) (M)  
(N)  
(M)

3. In addition to meeting the qualifications provided in paragraph a. or b. above, in order to constitute a qualifying low-income customer, a customer must not already be receiving a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline service.

(N)  
(N)

# GENERAL SUBSCRIBER SERVICES TARIFF

Farmers Telecommunications Cooperative, Inc.

Section 2  
Original Sheet 12B

## S2. BASIC LOCAL EXCHANGE SERVICE

### S2.14 Lifeline Assistance Program (Cont'd)

#### B. Applications and Regulations

(M)

Guidelines for implementation of this program are as follows:

(D)

#### 1. Processing Procedures

(T)

The Company will process all applications and apply the appropriate credit on the subscriber's monthly bill. A Secondary Service Ordering Charge is not applicable for existing customers subscribing to Lifeline.

#### 2. Verification Procedures

(T)

Qualifying subscribers must provide the Company with acceptable documentation as (N)

proof of their eligibility to receive Lifeline service under the income-based or program-based requirements. The Company will confirm a subscriber's continuing eligibility to receive Lifeline service on an annual basis by requiring the subscriber to sign a certification as to his/her present qualifications for Lifeline service. Upon a determination of ineligibility, the credit will be discontinued on the bill if the customer fails to provide proof of eligibility within thirty (30) days after written notification to the subscriber of ineligibility.

(M)

3. If the Company receives notification from the program administrator that the subscriber is receiving Lifeline service from another eligible telecommunications carrier or that more than one member of a subscriber's household is receiving Lifeline service, the subscriber will be de-enrolled from Lifeline Assistance without notice within five (5) business days following the Company's receipt of that notice. (N)

#### 4. Regulations

(M)

- a. The Company may not disconnect Lifeline Service due to non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are not eligible for Lifeline assistance and have previously been disconnected for non-payment of toll charges.

- b. The Company must apply partial payments first to local service and then to toll

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Farmers Telecommunications Cooperative, Inc.  
charges.

(M)

Section 2  
Third Revised Sheet 13

**S2. BASIC LOCAL EXCHANGE SERVICE**

**S2.14 Lifeline Assistance Program (Cont'd)**

**B. Applications and Regulations (Cont'd)**

**4. Regulations (Cont'd)**

- c. Lifeline assistance will not be connected if an outstanding balance is owed by the customer for local service.
- d. As a participant in Lifeline assistance, customers are eligible to receive Toll Limitation Service at no charge for any Lifeline service that charges a fee for toll calls, either domestic or international, that is in addition to the monthly price of the customer's Lifeline service. This service will only be provided at the customer's request and is limited to plans that distinguish between local and long-distance calling.
- e. Local service deposit requirements will be waived for customers who voluntarily receive Toll Limitation Service<sup>1</sup>.
- f. A Lifeline customer may subscribe to any local service offering available to other residential customers.
- g. One low income credit is available per household and is available to the primary residential connection only.
- h. The PICC will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long-distance carrier.
- i. Lifeline subscribers may apply their Lifeline discount to the Company's family shared calling plans and to bundled service packages or packages containing optional calling features available to Lifeline customers. The calling plan must be in the name of the eligible subscriber, and a household may receive only one Lifeline supported service. Partial payments from Lifeline subscribers purchasing bundled packages or packages containing optional calling features will first be applied to pay down the allocated price of the Lifeline voice services.

(C)  
|  
(C)

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GENERAL SUBSCRIBER SERVICES TARIFF

Farmers Telecommunications Cooperative, Inc.

(D)

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Farmers Telecommunications Cooperative, Inc.

Section 2  
Third Revised Sheet 14

**S2. BASIC LOCAL EXCHANGE SERVICE**

S2.14 Lifeline Assistance Program (Cont'd)

C. Rates and Charges

The following monthly credits will apply for each customer eligible for Lifeline Assistance:

	<u>Monthly Credit *</u>	
• Federal Credit	\$ 9.25	(R)
• State Credit to Residential Access Line	\$ 3.50	
* The maximum Lifeline Assistance credit available to Alabama customers is \$12.75 per month.		(R)
Credit amount will not exceed the basic charge for local telephone service, which includes the Subscriber Line Charge, access line and local usage.		

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**FARMERS TELECOMMUNICATIONS COOPERATIVE, INC. (SAC 250290)**

**ATTACHMENT - LINE 3012**

**ATTACHMENT REDACTED IN ENTIRETY**